



BOX OFFICE SERVICES POLICY & AGREEMENT 2019/2020

The Arts of the Pamlico sells tickets for performances occurring at the Historic Turnage Theatre located at 150 West Main Street, Washington, NC 27889 and online at www.artsofthepamlico.org

A. For established fees as listed below and on the Performer Rental Agreement, the Arts of the Pamlico will:

- sell tickets for renter's event(s).
- be open during the published hours of Tuesday-Thursday from 1pm-6pm, Friday from 11am-6pm, Saturday from 11am-4pm, and online through PayPal (until 48 hours prior to the event) for the purpose of selling tickets (*except on specific holidays*).
- process ticket orders within 24 hours. This excludes ticket orders received before the announced opening date of ticket sales.
- maintain an up-to-date accounting of all tickets sold, including ticket numbers and purchaser information when possible.
- accept Visa and Mastercard credit cards by phone and walk-in purchases. A \$2.00 processing fee per ticket will be charged directly to the ticket purchaser for the use of a credit card or PayPal services.
- begin ticket sales on the date specified by the Renter and agreed to in writing by AOP and the Renter in the Performer Rental Agreement with the Arts of the Pamlico.
- hold all tickets processed by phone or PayPal at 'will-call' where they will be available prior to the event.
- provide Renter with payment via check and provide an itemized statement reflecting tickets sold, fees, and taxes retained within 21 business days after the date of the last ticketed event.
- provide credit card system, PayPal link, and website link.
- set-up and staffing by at least one staff person on the day of the event, one hour prior to opening curtain until at least 30 minutes after the start of the event to handle late-comers. Additional hours may be requested by the Renter for an additional \$20 per hour.

Payments cannot be issued without a completed and signed Box Office Agreement and IRS Form W-9.

It is the policy of the Arts of the Pamlico that all ticket sales are final, and no refunds are given unless:

- event is cancelled by AOP, then tickets will be fully refunded.
- event is cancelled due to an Act of God; then tickets will be fully refunded, minus any AOP expenses.
- event is cancelled by a Performer; then tickets will be fully refunded, and any expenses incurred will be charged to the Performer by AOP.

B. Box Office Fees:

- The Arts of the Pamlico will retain \$4.00 per ticket it sells. This fee will cover all administrative costs associated with box office operation, including the staffing of box office.
- Arts of the Pamlico will also collect all additional sales tax associated with ticket sales, as well as ticket fees, and report sales to the IRS.
- All ticket fees and taxes will be deducted from the gross ticket sales made by the Arts of the Pamlico.
- Any rental balances owed will be deducted from the ticket proceeds or charged to the credit card on file, if applicable.

C. The Renter will provide/take responsibility for the following:

- Accurate ticketing and event information to the Arts of the Pamlico at least one week prior to the scheduled date for tickets to go on sale. This includes the use of complimentary tickets and held tickets.
- A general description of the event including length, intermissions, special effects (strobes, gun shots, smoke, dry ice, etc.), adult language or situations, suggested appropriate audience (family, adults only, young children and adults, etc.) and any information that would be considered pertinent by a potential patron. No nudity is allowed.
- Charges for returned checks written by the Renter for insufficient funds.
- If an event, for any reason, is cancelled; the Renter will be responsible for paying any additional fees or charges associated with refunding ticket sales, facility set-up costs, etc.

D. Policy for Seating:

- All events will be sold as general admission (non-assigned seating) until further notice.
- Special requests regarding special needs and handicapped seating by ticket buyers will be accommodated.

I agree that I have read, understand, and will abide by the Arts of the Pamlico’s Box Office Services Policy & Agreement.

Signature of Renter

Today’s Date

Print Name

Name of Event

Date of Event

Beginning Ticket Sale Date

Ticket Price(s)

Press/Poster information received by: _____

Ticket Information received by: _____